

**Letterkenny Army Depot earns unprecedented  
10<sup>th</sup> Shingo Medallion for Patriot launcher new build program**

*Depot recognized for operational excellence*

By Janet S. Gardner, Public Affairs Specialist, Letterkenny Army Depot

CHAMBERSBURG, PA--Letterkenny Army Depot (LEAD), the first Army depot to win the prestigious Shingo medallion in 2005, earned its 10<sup>th</sup> Shingo medallion for operational excellence with its Phased Array Tracking Radar to Intercept on Target (PATRIOT) launcher new build program. LEAD's commander, Col. Deacon Maddox, made the announcement to the workforce during a town hall at the depot on Wednesday morning, March 8, 2017.

Ken Snyder, Executive Director of the Shingo Institute, included the following statement in the Depot's notification package:

*"By design, the Shingo Awards represent the highest standard of excellence in the world. Not only do your efforts distinguish you as a member of an elite group doing world-class work, you are also changing the world and we are honored to have you with us on the journey."*

"This is a great achievement for Letterkenny as it is also the first time that an Army depot built a new PATRIOT air and missile defense system major end item," said Maddox. He credited LEAD's lean culture for providing the natural transition for the workforce as it began to stand up the new build program utilizing lean tools, systems and principles.

The PATRIOT launcher new build program began in 2009 with private industry managing the majority of the supply logistics while LEAD provided highly skilled artisans with over 20 years of PATRIOT experience and infrastructure necessary to integrate, test, paint, package, and ship missile launchers.

Letterkenny Army Depot continues to make strides along the path that led to its renowned reputation as a lean and efficient industrial operation with an unwavering customer focus.

Through the utilization of lean tools, systems, and principles, as well as an empowered workforce, the PATRIOT launcher new build team exceeded the customer requirements and completed additional program workload with existing space and the same number of people while maintaining a 100% on time delivery record.

Letterkenny's efforts continue to evolve as the launcher new build program is executed, benefitting from experience and lessons learned. The operational excellence demonstrated by the PATRIOT launcher new build team continues to ensure future workload growth at Letterkenny Army Depot.



Photo credit: Letterkenny Army Depot

Photo caption: Depot employees Tim Liddick, Dustin Keefer and Jeff Kline discussed the launcher process flow and LEAN initiatives that were developed by shop artisans.

--